

## **Amendment 87** **Contract No. 229944**

### **To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System**

This Amendment 87 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 12<sup>th</sup> day of August, 2010, by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of Vix-ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

#### **Recitals**

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate ERG for the work necessary to modify the Call Center Website so that the Call (reason) category field defaults to "Choose" and requires that a call reason category is elected. This work is performed per CR-002490.
- C. The Parties agree that the Work necessary to modify the Call Center Website will be performed and compensated as described below.

## **Agreement**

### **Section 1.0 Description of Work**

1.1 The Contractor will perform the work necessary to modify the Call Center Website so that the Call (reason) category field defaults to "Choose" and requires that a call reason category is selected by completing the following tasks:

- (a) Update call category default and include validations and error messaging.
- (b) Update the Call Center Website documentation which the vendor has identified as the following:
  - i. SEA-01539 Call Center Website Functional Specifications
  - ii. SEA-00363 RFCS Call Center Operations Manual
  - iii. SEA-01160 Call Center Customer Service Operations – Presentation
  - iv. SEA-01161 Call Center Customer Service Operations – Instructors Guide
  - v. SEA-01857 Call Center Customer Service Operations – Quick Reference Guide
- (c) Release to Regional Test Bed for ERG and Agency testing and verification
- (d) Promote to Production based on test results and Agency approval

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

### **Section 2.0 Compensation Changes**

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

## VI. IMPLEMENTATION

### SPECIAL PROGRAMS

LUMP SUM COST
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To perform the work necessary to modify the Call Center Website call category field	
<b>TOTAL</b>	<b>\$5892</b>

### Section 3.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment eighty-seven shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

ERG Transit Systems (USA) Inc.

By: Elaine Aulgur  
Its: VICE PRESIDENT  
Date: 16th August, 2010  
In Protest

Signed by ERG Transit Systems (USA) Inc by its attorney Elaine Aulgur pursuant to Power of Attorney dated 18 June 2010:

Elaine Aulgur

In the presence of:

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Witness name: